

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Personnel's Arlene Furby Always Puts Customers First

ARLENE FURBY, a Personnel Specialist for the Employee Information/Payroll Section of the Division of Personnel, has been selected as the department's *Employee of the Month* for May.

A seven-year employee of state government, Arlene reviews personnel transactions, including leaves of absences, suspensions and dismissals, and counsels state agency personnel on

how to process these transactions. She also reviews merit increases, to ensure compliance with established rules and regulations, and calculates tenure and backpay for state employees.

One of her co-workers said, "Arlene is a dedicated employee who makes customer service a top priority." A customer added, "She serves agencies with the utmost concern for any dilemma and

creates interdepartmental unity by communicating with customers in a professional attitude."

In Arlene's spare time, she enjoys reading, flower gardening, hunting, fishing and horseback riding.

Please join Arlene at a special ceremony when she will be honored at 11:30 a.m. on Monday, May 3, 2004, at the Gaston Caperton Training Center in Building 7.



ARLENE FURBY
May Employee of the Month

Just a Few Days Left...

The Public Employees Insurance Agency (PEIA) concludes its Open Enrollment on May 7.

Each member should have received information in the mail regarding the health care options available. Benefit fairs were conducted throughout the month of April for state employees to gather literature and ask questions.

For more details, visit www.wvpeia.org.

New Classes Offered to State Employees through Personnel

The Division of Personnel is offering more than 50 different training classes this year to state employees. Six of those classes are new to the curriculum, according to Evelyn Davis, assistant director for the Organization and Human Resource Development (OHRD) Section of the Division of Personnel.

While the classes are designed to improve performance, the real test of one's effectiveness is whether the learning translates into improved performance and overall better customer service.

"In these challenging economic times, all employees and managers need to show leadership in the workplace," Davis said. "The Organization and Human Resource Development Section and the Center for Quality Government are here to help. It's where leaders come to learn."

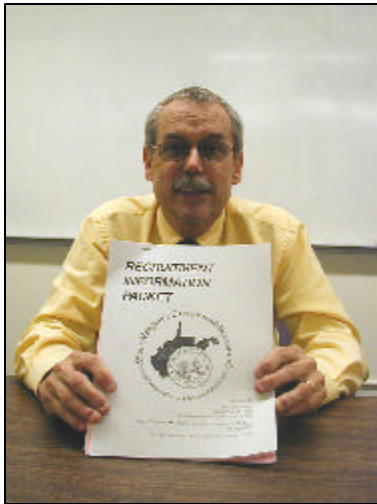
She added that enhanced technology will be used to allow

Sneak Peek INSIDE...

- ◆ Division of Personnel Actively Recruits College Students
- ◆ How Would YOU Rate in "Cube Etiquette"?
- ◆ IS&C is on the Move...Downtown!
- ◆ Penny Hall: Meet our State ADA Coordinator
- ◆ Pre-Diabetes: What Does it Mean?

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Division of Personnel Attempts to Recruit College Students at Job Fairs Offered throughout the State



Pat Quinlan serves as a full-time recruiter on behalf of 24 state agencies that fall under the Division of Personnel's rules and regulations.

How do people learn about state job opportunities? One way is through the Division of Personnel and its recruiting efforts.

Pat Quinlan, a full-time recruiter for the state for the past two years, explains that his job is not to offer employment to individuals since the state requires all Civil

Service applicants to apply and be tested, but to get the word out about state job opportunities.

Part of his plan is to attend job fairs at in-state colleges to encourage students to consider working for state government and explain the benefits and application process.

The benefits are a major plus, Quinlan said. "We offer medical and life insurance, a retirement plan, deferred

compensation, annual increment pay, 12 holidays, paid vacation and sick leave, extensive training opportunities, flexible work hours, direct deposit and a credit union," he adds.

The Division of Personnel recruits on behalf of about 24 state agencies that fall under its umbrella. A written exam is required for some positions, while an unassembled exam is required for others.

An unassembled exam is merely a rating of the application, educational experience and the minimum requirements possessed for each position.

If a college student has an interest in working for the state, he/she can begin the unassembled exam process as early as six months prior to graduation, Quinlan said. Upon completion, the paperwork will be put on hold until he/she graduates and can submit proof thereof. At that point, the student's name is put on an active register and the interviewing process can begin. This prudent move

is a jump start ahead of other students in the graduating class.

Quinlan said it is wise for students to begin attending job fairs when they are a freshman to become educated on what the job market has to offer and to ask questions. It's never too early to start.

Job fairs offer a magnitude of opportunities. You may have more than 40 human resource personnel in the room that day representing various companies actively looking for different professions.

What catches his eye in applicants are, "How interested they seem to be in us and how they're dressed. I believe you dress for success," Quinlan said.

The hardest thing for students to understand is that they should not be concerned about bothering a human resource person when checking on job status. "That's what we're here for," said Quinlan. "To me, it just shows they don't give up easily and that they're interested."

BUSINESS

R I E F S

Express Anger. Avoid Headache

If you are angry at someone at work, it could be difficult to vent that anger without making the situation worse; but, there are ways to do it. A brisk walk to the water cooler or the rest room could help.

Researchers have found a tendency to suppress anger strongly predicts a headache. Though, people who feel hostile or just plain mad are less likely to get one.

Doctors recommend releasing anger in simple ways. When stuck in traffic, turn the radio up and sing. It could prevent a headache ... or drive one away.



Division of Personnel recruiters attend job fairs at various college campuses throughout the state.

Staying COOL in the CUBE...

Working in Today's Office Environment Requires Demonstrating Good Manners

Working in an office cubicle environment definitely has its challenges. YOU may consider yourself the perfect cubemate, but how do others see you? Be careful not to focus on the idiosyncrasies of others, but do a self-examination of your own cube etiquette.

Here are a few reminders offered by Ann Kendall of Star Tribune Sales and Marketing on how to conduct business in cubicle offices:

1. Don't hold meetings in your cube; use a conference room.
2. Don't loiter in offices.
3. Be aware of what you say and how loudly you say it.
4. Don't talk about your per-

sonal life in your cube.

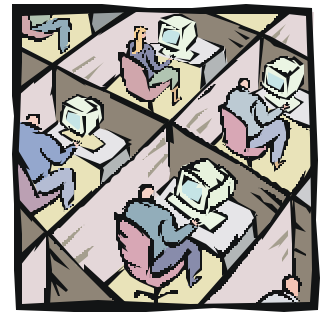
5. Don't gossip. Someone may be listening to your comments, even though you do not think he/she can hear you.
6. Don't yell over the wall at someone.
7. Realize that odors know no boundaries. Although appealing to you, your cologne or lunch may offend someone else.
8. Don't crack your gum.
9. Knock and ask for permission before entering a cube.
10. Don't listen to telephone messages on your speaker phone.

In an electronic Groupwise survey, department employees shared 'pet peeves' about cube etiquette categorized into manners, noises, odors, logistics and miscellaneous.

The number one pet peeve in each of these categories was:

- **Manners** Not knocking before entering someone's cube
- **Noises** Talking loudly or having 'chat' parties
- **Odor** Strong perfume or food odors
- **Logistics** Room temperature
- **Miscellaneous** No privacy for personal problems

Can you see yourself in any of these categories?



New Personnel Classes Continued from Page 1

the development consultants, trainers and adjunct instructors to more effectively deliver their programs.

The new classes are highlighted below:

On Time and On Track: Keys to Business Etiquette was designed with a specific audience in mind: new employees, interns and temporary employees. They will gain a better understanding of the basics of serving their customers, developing a professional appearance and telephone etiquette.

Energy Management is an often overlooked aspect of performance. This program is geared toward providing employees with strategies for promoting balance, engagement and focus as they

manage stressful situations, multiple projects and changing roles.

Employee Performance Appraisal II: Measuring Workplace Performance targets improving the skills of managers and supervisors in measuring and managing employee performance.

Emphasis is placed on strategies for assessing performance, applying coaching and counseling methods, dealing with dysfunctional workplace behavior and providing quality feedback. As a prerequisite for this two-day program, you must have successfully completed the **Employee Performance Appraisal I** class.

The development and availability of this class are signs of commitment showing the state's intent to emphasize

more effective performance management through a focus on results and accomplishments, not just activities.

Diversity Management: The Inclusion Factor will assess the participants' awareness of diversity issues, increase their overall understanding of the importance of inclusion and recognize the crucial role that leadership behavior plays in cultivating an inclusive environment. This is often a misunderstood and neglected topic.

Davis encourages all state employees to visit OHRD's recently re-designed website at registrar@gwmail.state.wv.us, which is more user-friendly, easier to navigate, simpler to enroll and offers the ability to contact the Division of Personnel directly.



Each year, hundreds of state employees attend classes offered by the Organization and Human Resource Development Section of the Division of Personnel. The 2004 Program Schedule is now available at www.state.wv.us/admin/personnel/classes.



Most of the employees of IS&C and the Governor's Office of Technology will be moving to One Davis Square in downtown Charleston.

IS&C Issues New Internet Email Domain for Users

The department has begun using a new Internet e-mail domain name: **wvadmin.gov**. E-mail sent to **gwmail.state.wv.us** after June 13, 2004, will be returned to the sender as "undeliverable."

Currently, both addresses are valid. For example, John Doe can receive mail sent to either: **jdoe@gwmail.state.wv.us** or **jdoe@wvadmin.gov**.

The "reply to" address will be **jdoe@wvadmin.gov**. All GroupWise users should notify the appropriate parties of the change in their email address.

Questions may be directed to IS&C's Help Desk at 558-1257.

IS&C Employees are Preparing for their Move to Davis Square in Charleston

One Davis Square will soon be "Home Sweet Home" to most employees of the Information Services and Communications (IS&C) Division and the Governor's Office of Technology.

While the official date of the move has yet to be determined, last minute modifications and touch-ups are currently being completed.

The new location will include IS&C's Technology Learning Center where training is conducted for state employees. The employees located at IS&C's main office in Kanawha City will be affected by this move; however, the employees of the Data Center, Mail Services and the Information Technology Section, which supports the Workers' Compensation Commission and the Bureau of Employment Programs will remain at the State Capitol Complex.

Additionally, all heavy-duty Data Center equipment and the Infrastructure Unit's networking equipment located in Building 6 at the Capitol Complex, as well as third-party systems housed at that location, such as those belonging to WVNET and the Public Employees Insurance Agency, will not be affected by this move.

One of the major benefits of the new office space

comes down to dollars and cents. Rather than continuing to pay high rent at the current location, One Davis Square is a state-owned building. With a raised floor to accommodate data and communication wiring, this building, which was purchased for \$2.5 million, is a modern, four-story structure located on Washington Street between Summers and Capitol Streets.

Bordered on the south side

by Davis Park, this location has approximately 87,000 square feet and will house other state agencies.

Although there is no parking building at the new site, public parking is available downtown and trainees can get their parking tickets validated by IS&C.

The move is expected to be completed in stages. IS&C officials said that precautions are being made to avoid any service disruptions.

Pre-Diabetes: What Does it Mean?

Pre-diabetes means your blood glucose level is higher than normal, but not high enough to be diagnosed as diabetic. According to the American Diabetes Association, more than 20 million Americans ages 40-74 have pre-diabetes, making them 1.5 times more likely to develop cardiovascular disease.

Pre-diabetes means you may be on your way to having type 2 diabetes, the most common form of the disease. In type 2 diabetes, either your body doesn't produce enough insulin (the chemical that lets your body use sugar as fuel), or the cells in your body ignore the insulin. Type 1 diabetes (previously known as *juvenile diabetes* for its usually diagnosed in children and young people) is when the body does not produce insulin.

Individuals with diabetes are two to four times more likely to develop cardiovascular disease. An alarming two out of three people

with diabetes die from heart attack or stroke.

Discovering that you have pre-diabetes may be fortunate. Of the people with diabetes, more than 28% of the 18.2 million people in the United States, do not know it. Many people are not diagnosed with type 2 diabetes until about 7-10 years after the disease starts. By the time they find out about it, they often already have kidney or eye problems. Knowing you are pre diabetic gives you a chance to do something about it.

Having pre-diabetes fortunately does not absolutely mean you will develop type 2 diabetes. If you take action, the disease may be avoided with simple life style changes to manage your blood glucose levels.

Your best defense against diabetes is to watch your diet and to increase your physical activity to 2 ½ hours every week. For more information, visit the Diabetes Prevention Program's website at **www.preventdiabetes.com**.

ADA Coordinator Penny Hall Incorporates Life Experiences into her State Position

Several significant changes have been realized at the State Capitol as a result of our State ADA Coordinator Penny Hall, who has served in this position under the Department of Administration since August of 2002.

During the 2004 Legislative Session, House Bill 4009 passed, providing West Virginia with a risk reduction that will help the state avoid federal penalties. The Americans with Disability Act (ADA) mandates that public entities with 50 or more employees have an ADA coordinator.

Hall's duties range from serving as an advisor to the governor, legislature and government leaders on ADA issues to inspecting and advising the Leasing Section on all physical properties owned or leased by the state.

According to Hall, prior to purchasing or leasing a building, several questions must be addressed, relating to such issues as level parking, elevators for multi-floor structures, carpet and flooring, and restrooms.

But, now...for the rest of the story. Penny offers what she refers to as "an experienced view" to her job. As a person with a disability, she said her challenges help her see things that perhaps others may not. "I'm not saying that someone without a disability could not do this

job, but I think it does help me see things from a needed perspective," she adds.

The day on which Hall was interviewed marked the 28th year anniversary of her accident. It was 1976 in her home town of Spencer. Hall was eleven years old, waiting with seven other children for their school bus, when a truck struck all of the children. The most seriously injured, Penny had extensive internal injuries as well as a spinal cord injury, leaving her a paraplegic.

"Growing up in a small rural town was a real benefit," said Hall. "The people offered so much emotional and financial support to me and my family. Many times, my dad would pull in the filling station and the attendant would fill our car and not charge him."

When Hall left for college, she had never been away from home. However, she said that the importance of education was always stressed in her family. She graduated from Marshall University with a degree in journalism and received a masters degree in business.

Hall said the best aspect of her job is the chance to make a real difference. "I felt by working in this position, it could offer opportunities to allow others with disabilities to participate in our state government," she said.

The state of West Virginia has one of the highest instances of disabilities in the country, according to Hall. The base of these disabilities relates directly to our state's lifestyle.

"The occupations we choose, our outdoor activities, environmental factors and our rural health care system are all contributing factors," she said. "People don't get the prenatal care they need which can lead to birth defects and disabilities among our youth." The department has made great strides in that area with the West Virginia Children's Health Insurance Program.

In the short amount of time Hall has worked in this role, she said her most significant contributions are the Braille signage and the platform lifts, reported in last month's issue of this publication.

"We're taking one step at a time with our agencies to educate our workers and ourselves about how to provide quality customer services to our people with disabilities," she said.

Hall said she hopes to educate the public on the importance of knowing that people with disabilities are just that...*people*, with the same feelings, thoughts and attitudes as anyone else. "If people are unsure about what they can or cannot do for the disabled, the best thing to do is just ask them. I never get upset if someone asks me if I would like them to get something for me or to hold the door open."



Penny Hall serves as the State ADA Coordinator, under the Department of Administration.

Quotes, Notes & Anecdotes is published by the Department of Administration

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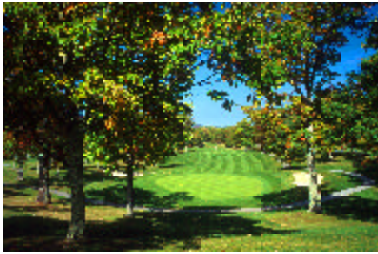
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Bill Rainey
Sandy Singleton

I felt by working in this position, it could offer opportunities to allow others with disabilities to participate in our state government.

Penny Hall, State ADA Coordinator

A Simple Question Makes a Difference



By Sissy Summers
Parks and Recreation

Sometimes, all it takes is a simple question to create a new opportunity for adventure at West Virginia's state parks. A golfer inquiring about the different golf packages at Pipestem Resort challenged the staff to look at the golf "stay and play" in May.

The newly installed computerized reservation system at Pipestem allows Superintendent Steve Bolar to anticipate occupancy slumps. His query led to the creation of a new golf package for the first three Sundays and Mondays in May to boost lodge use and encourage golf play during this beautiful time of the year.

The new McKeever Golf Package includes two nights lodging at McKeever Lodge based on double occupancy and three 18-hole greens fees with shared cart. As a lodge guest, the use of the indoor swimming pool, sauna and exercise room is included. The cost is \$139 per person/per package and is only available the first three Sundays and Mondays in May.

A big thank you to the golfer who asked about more packages. His interest sparked the creation of a new package at Pipestem Resort for everyone's use.

Additional golf packages are available at Cacapon, Canaan Valley, Stonewall, and Twin Falls resort state parks. For more information, visit the Parks and Recreation website at www.wvstateparks.com.

Welcome!...to the employees who recently joined our department: **Bobbie Seyedmonir** (Personnel); **William Dodson** (General Services); **Judy Harmon** (PEIA); and **Jacquelyn Custer** (Grievance Board).

Hats Off!...to the following employees who have been promoted: **Burley Williams** (PEIA) from an insurance assistant to accounting technician 3; **Monica Matthews** (Purchasing) from an office assistant 2 to an office assistant 3.

Best Wishes...to our employees who recently resigned: **Debra Morgan** (IS&C); **Carla Baldwin** (PEIA); and **Judith Kessler** (Personnel).

PEOPLE TALK

And Now for the Weather...Finance's Janie Belcher was proud to see her daughter, Chelsea, on Fox Channel 12 on March 26, joining weatherman Tony Mainolfi during his special feature, "A Student of the Week." After her debut, 11-year-old Chelsea decided she wants to become a meteorologist when she grows up.

Baby News...Donna Lipscomb of the Cabinet Secretary's Office welcomed her baby girl, Bailey Smith Pittman, on March 18. Although arriving earlier than expected, she weighed 6 pounds. Congratulations to Donna!

Happy Mother's Day...On Sunday, May 9, 2004, mothers will be honored for the love and nurturing they offer their children. Did you know that the mother who gave birth to the most children was the wife of Russian Feodor Vassilyev. Her 69 children included 16 pairs of twins, seven sets of triplets and four sets of quadruplets.

Congratulations to our Graduate!...IS&C's Lorie Humphrey who graduated in December with her MBA degree from Marshall University. She will be hooded on May 6 at the Charleston Civic Center!

HAPPY BIRTHDAY ... in May

- | | |
|------------------------------------|--------------------------------------|
| 1 Susan Samples Personnel | 18 Bob Nichols CPRB |
| 2 Jean-Paul Moreau Personnel | Lisa Vaughan Purchasing |
| 3 Mark Erb Aviation | 19 Toni Justice CPRB |
| Christy Romeo Personnel | 21 Chuck Bowman Purchasing |
| Larry Stover PEIA | 22 Elizabeth Williams ... Personnel |
| 4 Larry Thaxton Purchasing | 23 Jim Bumps Gen. Svcs. |
| 5 Patrick Hanna IS&C | 24 Jennifer Lovejoy Purchasing |
| 6 Caroline Brady CPRB | Chester Wright Grievance |
| 7 Jane Bracken IS&C | Maria Yoakum IS&C |
| 8 Anthony Cooper Purchasing | 25 Brett Clutters IS&C |
| 9 Jeff Vangilder BRIM | Brenda Jones CHIP |
| 10 Cynthia Boyd CPRB | Chris Rush Gen. Svcs. |
| Pam Jones Purchasing | 27 Janice Boggs Purchasing |
| 12 Gary Bryant Gen. Svcs. | Matt Hackworth Purchasing |
| Carolyn Saul IS&C | Carolyn Thomas Leasing |
| 13 Dana Long IS&C | Jean Tucker ... Cab. Sec. Office |
| Ken Lucas Gen. Svcs. | Kenny Young Gen. Svcs. |
| 14 Paula Atkinson CHIP | 28 Kelly Williams Finance |
| Sherra Barker PEIA | 29 Robert Dixon IS&C |
| Ed Trader IS&C | Rob Roberts IS&C |
| Burley Williams PEIA | Gene Walters IS&C |
| 16 Martha Bostic Personnel | 30 David Mullins Finance |
| Liz Martin Finance | Danny Scalise Personnel |
| 18 Louie Daritian IS&C | |

